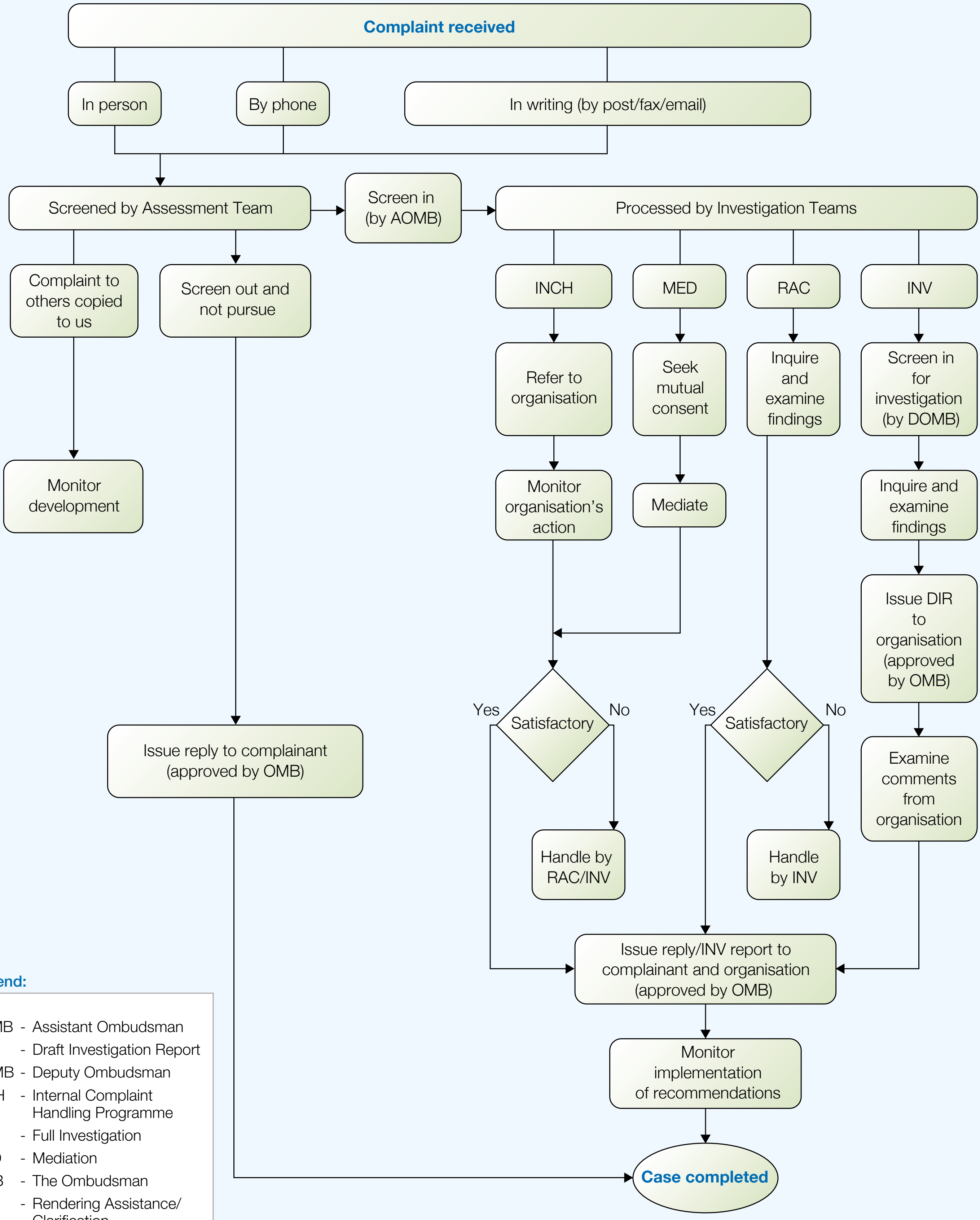
Annex 10
Flow Chart on Handling of a Complaint



Legend:

AOMB	-	Assistant Ombudsman
DIR	-	Draft Investigation Report
DOMB	-	Deputy Ombudsman
INCH	-	Internal Complaint Handling Programme
INV	-	Full Investigation
MED	-	Mediation
OMB	-	The Ombudsman
RAC	-	Rendering Assistance/ Clarification